

Enterprise Incident Report August 2012

As of 9/4/2012

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	5 5	0 0	5 5
		Kevin Perry	2 2	0 0	2 2
		Wayne Andersen	8 8	1 1	9 9
		Assigned to Individual Total	15 15	1 1	16 16
	Metro D Desktop Support	Greg Clawson	86 80	0 0	86 80
		Kevin Perry	4 4	0 0	4 4
		Rod Tucker	88 88	0 0	88 88
		Assigned to Individual Total	178 172	0 0	178 172
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		193 187	2 1	195 188

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	Low	Medium	FCR Total
Customer Company Total	193	2	195
	187	1	188

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	5 0	0 0	5 0
		Kevin Perry	2 0	0 0	2 0
		Wayne Andersen	8 0	1 0	9 0
		Assigned to Individual Total	15 0	1 0	16 0
	Metro D Desktop Support	Greg Clawson	86 0	0 0	86 0
		Kevin Perry	4 0	0 0	4 0
		Rod Tucker	88 0	0 0	88 0
		Assigned to Individual Total	178 0	0 0	178 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		193 0	2 0	195 0

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	Low	Medium	MIR Total
Customer Company Total	193 0	2 0	195 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	5 0.00	0 0.00	5 0.00
		Kevin Perry	2 0.00	0 0.00	2 0.00
		Wayne Andersen	8 0.00	1 0.00	9 0.00
		Assigned to Individual Total	15 0.00	1 0.00	16 0.00
	Metro D Desktop Support	Greg Clawson	86 0.01	0 0.00	86 0.01
		Kevin Perry	4 0.00	0 0.00	4 0.00
		Rod Tucker	88 0.00	0 0.00	88 0.00
		Assigned to Individual Total	178 0.01	0 0.00	178 0.01
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.12	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	1 0.12
	Assigned Group Total		193 0.00	2 0.06	195 0.01

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	Low	Medium	ATTIR Total
Customer Company Total	193 0.00	2 0.06	195 0.01

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	5 0	0 0	5 0
		Kevin Perry	2 0	0 0	2 0
		Wayne Andersen	8 0	1 0	9 0
		Assigned to Individual Total	15 0	1 0	16 0
	Metro D Desktop Support	Greg Clawson	86 0	0 0	86 0
		Kevin Perry	4 0	0 0	4 0
		Rod Tucker	88 0	0 0	88 0
		Assigned to Individual Total	178 0	0 0	178 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		193 0	2 0	195 0

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	Low	Medium	MR Total
Customer Company Total	193 0	2 0	195 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	5 0.00	0 0.00	5 0.00
		Kevin Perry	2 0.00	0 0.00	2 0.00
		Wayne Andersen	8 0.00	1 0.00	9 0.00
		Assigned to Individual Total	15 0.00	1 0.00	16 0.00
	Metro D Desktop Support	Greg Clawson	85 0.08	0 0.00	85 0.08
		Kevin Perry	4 0.00	0 0.00	4 0.00
		Rod Tucker	88 0.00	0 0.00	88 0.00
		Assigned to Individual Total	177 0.04	0 0.00	177 0.04
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.21	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	1 0.21
	Assigned Group Total		192 0.04	2 0.11	194 0.04

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	Low	Medium	ATTR Total
Customer Company Total	192 0.04	2 0.11	194 0.04

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Detail

INC000000555947	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555950	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555952	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556174	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556175	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556176	Liquor Store 27 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556179	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556180	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556181	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556393	Charlotte Evans Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556394	Tom Zdunich Jr Metro D Desktop Support	EIS Hardware Rod Tucker	PC/Laptop Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556395	Doug Murakami Metro D Desktop Support	EIS Hardware Rod Tucker	PC/Laptop Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556426	Liquor Store 12 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556454	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556580	Liquor Store 45 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556643	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000556648	Liquor Store 40 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556716	Liquor Store 12 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Error Code Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556963	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557183	Liquor Store 04 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557421	Nina McDermott Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557422	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557423	Liquor Store 12 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557425	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557427	Liquor Store 18 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557429	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557431	Liquor Store 32 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557432	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557439	Liquor Store 42 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557446	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557448	Liquor Store 18 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557450	Liquor Store 38 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557451	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000557455	Liquor Store 29	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000557457	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000557462	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000557494	Tom Zdunich Jr	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000557800	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000557831	Liquor Store 32	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558210	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558287	Liquor Store 07	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558288	Liquor Store 18	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558289	Liquor Store 17	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558307	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558755	Liquor Store 15	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000558797	Liquor Store 27	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559301	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559328	Liquor Store 09	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559356	Liquor Store 38	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559412	Liquor Store 18	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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INC000000559426	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559432	Marjean Short	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559452	Liquor Store 09	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559473	Liquor Store 42	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559561	Liquor Store 38	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559577	Liquor Store 38	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559583	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559605	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559714	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559718	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559755	Liquor Store 14	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559772	Liquor Store 21	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000559811	Liquor Store 38	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	4.57
INC000000559834	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000560767	Liquor Store 04	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000560772	Liquor Store 01	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561481	Liquor Store 19	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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INC000000561515	Liquor Store 12	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561531	Liquor Store 42	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561596	Liquor Store 24	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561626	Lorrie Hill	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Medium	Closed	TTR Missed: No	0.00
INC000000561942	Liquor Store 04	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561946	Liquor Store 24	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561951	Liquor Store 28	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000561973	Liquor Store 11	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562234	Bonnie Healey	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562237	Craig Nielsen	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562250	Liquor Store 25	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562292	Vera D Pitt	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.93
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.28
INC000000562602	David Higley	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562661	Liquor Store 02	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.28
INC000000562772	Liquor Store 41	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562800	Doug Murakami	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000562834	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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INC000000563400	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563402	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563404	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563405	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563406	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563407	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Surveillix Surveillance Systems Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563439	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563722	Bonnie Healey Application Support	None Chris Christensen	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563900	Liquor Store 39 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000563902	Liquor Store 36 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563910	Doug Murakami Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563914	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563979	Liquor Store 07 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564232	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564234	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564235	Liquor Store 16 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564632	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000564674	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564676	Liquor Store 28	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564677	Liquor Store 10	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564679	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564680	Liquor Store 38	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564681	Liquor Store 38	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: N/A	
INC000000564682	Liquor Store 18	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564707	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564718	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564720	Liquor Store 21	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.36
INC000000564721	Liquor Store 05	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564723	Liquor Store 06	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564728	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000564729	Liquor Store 31	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.34
INC000000564738	Liquor Store 37	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000565058	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000565060	Liquor Store 05	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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INC000000565099	Liquor Store 27	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000565250	Liquor Store 21	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000565478	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000565576	Liquor Store 21	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000565580	Doug Murakami	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000565783	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000565787	Anita Knowley	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000565904	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000565986	Liquor Store 39	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566068	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566092	Liquor Store 39	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566127	Liquor Store 22	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566140	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566197	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566198	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566207	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566208	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000566227	Liquor Store 08	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566556	Liquor Store 26	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566635	Liquor Store 16	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566720	Liquor Store 31	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566727	Liquor Store 02	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566767	Liquor Store 44	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566880	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566883	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000566885	Cindy L Holmes	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567045	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567046	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567206	Craig Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567261	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567318	Liquor Store 23	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567418	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567458	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567742	Penny Hulse	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000567835	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567836	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000567838	Liquor Store 30	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568372	Liquor Store 36	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568381	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568388	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568389	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568390	Liquor Store 39	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568399	Liquor Store 05	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568405	Liquor Store 05	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568407	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568414	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568415	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568416	Liquor Store 03	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568418	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568662	Liquor Store 02	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000568670	Liquor Store 41	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000568675	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568752	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568785	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569053	Penny Hulse Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569255	Liquor Store 45 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569372	Bonnie Healey Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569395	Bonnie Healey Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569486	Liquor Store 16 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569491	Bonnie Healey Application Support	None Chris Christensen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569497	Justin Broderick Application Support	None Chris Christensen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569627	Liquor Store 12 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569672	Liquor Store 13 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569685	Liquor Store 34 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570009	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570286	Vera D Pitt Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570494	Cindy L Holmes Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570654	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000570672	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570861	Liquor Store 38 Application Support	None Kevin Perry	None Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570862	Liquor Store 05 Application Support	None Kevin Perry	None Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571013	Anita Knowley Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Alcoholic Beverage Control	Telephone Medium	Resolved	TIR Missed: No TTR Missed: No	0.12 0.21
INC000000571123	Val Dunaway Application Support	None Wayne Andersen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571375	Liquor Store 40 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571487	Liquor Store 33 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572015	Liquor Store 01 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572018	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00